

Employer Filed (Partial) Claims Filing Instructions

Employers are required to file employer filed (partial) claims online on behalf of their full and part-time employees whenever it is necessary to temporarily reduce work hours or there is no work available due to COVID-19. Filing employer filed claims results in your employees receiving unemployment insurance (UI) benefit payments faster, usually within 48 hours for claims filed electronically.

Eligibility

You may submit employer filed claims for full and part-time employees who are temporarily laid off or whose hours have been temporarily reduced because of a lack of work due to COVID-19. Employees must be expected to return to work when the COVID-19 emergency ends. They must also be United States (U.S.) citizens or non-citizens who are authorized to work in the U.S.

Do NOT submit claims for employees who:

- are on scheduled/customary vacation, scheduled/customary plant shut down, or scheduled/customary plan closure (O.C.G.A. Section 34-8-195).
- employed by a temporary agency and are currently working at your place of business.
- were employed in another state in the last 18 months.
- were employed with the federal government or on active military service in the last 18 months.
- are 1099 employees.
- are voluntarily out of work, e.g., quits, requested leaves of absence, self-quarantined, etc.
- are receiving retirement pensions from employers they worked for in the last 18 months.
- have been permanently separated from your company.

Required Information

You will need the following information for each employee:

- Name
- Social Security Number
- Work authorization information for non-citizens
- Address
- Date of Birth
- Whether or not they want federal and/or state income taxes withheld (GDOL will withhold 10% for federal and 6% for state taxes.)
- Earnings (Report gross wages—amount of pay before deductions—for any work they performed during the week for which you are filing. Report any vacation pay, holiday pay, and/or earnings during the week in which it was earned, NOT during the week it was paid to the employee. Report any additional income employees are receiving to the GDOL, except Social Security benefits, jury duty income, and pay for weekend military reserve duty.)

How to File Online

You must be a registered user on the [Employer Portal](#) with administrator or user privileges permitting you to submit employer filed claims. If your company is not registered on the [Employer Portal](#), you must first establish an administrator account. Download the [Administrator Guide](#) on the [Employer Portal](#) login page and follow the step-by-step instructions. If a third-party service provider is the administrator on your account, ask them to add you as a user and give you the ability to file employer filed claims. If you are already a

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registered user on the portal, but are not currently permitted to file employer filed claims, contact your Employer Portal administrator for assistance.

Follow these steps to file employer filed claims on the [Employer Portal](#):

1. Log into the [Employer Portal](#).
2. Select the **employer account number** under **Registered Account**.
3. Select the **File Employer Filed Claims** link under **Common Links**.
4. Select your method of filing—Multi-Claims Upload or Single Claim Entry. You must download and use the GDOL Excel template for Multi-Claims Upload. Do NOT alter the column headings or formatting of the spreadsheet.
5. Follow the on-screen instructions.

NOTE: See the *Employer Filed Claims Desk Aid* for additional instructions.

WHEN YOU FILE

- You must file an employer filed claim for each pay period. A week of partial unemployment consists of an employer's established pay period week. Once a pay period is established, it should remain the same.
- There must be seven (7) days between payment week ending dates.
- Accurately report the employee's name, social security number (SSN), date of birth, mailing address, and telephone number. They must match the Social Security Administration's records.
- Do NOT submit claims until after the week ending date on the claim. The Georgia Department of Labor (GDOL) cannot accept claims filed prior to the week ending date on the claim.
- Report any leave pay, vacation pay, holiday pay, and/or earnings during the week in which it was earned, NOT during the week it was paid to the employee.
- Report any additional income employees received during each week to the GDOL, except Social Security benefits, jury duty income, and pay for weekend military reserve duty.

AFTER YOU FILE

After filing claims on behalf of your employees:

- The first week of claims you submit will establish a separate new claim for each employee.
- The following correspondence will be generated the next day after you file:
 - A **Benefit Determination (DOL-411G)** to each employee informing them if they met the wage requirements to establish a valid claim, and if so, their weekly benefit amount, maximum benefit amount, and maximum number of weeks.
 - A **debit card fee schedule (DOL-5144)** to each employee, unless they already have direct deposit information on file with the Department from a previous claim.
 - A **Georgia UI Way2Go Debit MasterCard®** unless they already have direct deposit information on file with the Department from a previous claim.

ADVISE YOUR EMPLOYEES

Advise your employees of the following:

- They do NOT have to file an unemployment insurance claim. You are doing that for them.
- They can elect to have state and/or federal taxes withheld by GDOL.
- Unemployment benefits are paid on a weekly basis. Their payments will be automatically placed on a Georgia Way2Go Debit MasterCard® card, unless they already have direct deposit information on file with GDOL from a previous claim. The card can be used anywhere MasterCard is accepted, including automatic teller machines (ATMs).

If they do not already have direct deposit information of file with the Department, their first payment will be loaded on the debit card. If they do not receive their debit card within 15 days, they should call Georgia UI Way2Go Debit MasterCard Customer Service at 1.888.929.2460 to report the card as lost or stolen and request a replacement card or to have the funds transferred to their bank account.

- A password is required to check the status of their claim and use other GDOL online services. They can create a password at [Create/Forgot Password and/or PIN](#).
- Employees choosing direct deposit must enter their banking information at UI Benefit Payment Methods. A password is required. They can create a password at [Create/Forgot Password and/or PIN](#).
- Any earnings they receive from you or another employer must be reported to GDOL. All weekly earnings over \$50.00 are deducted dollar for dollar from the benefit payment week ending dates prior to 3/29/2020. The earnings allowance is \$300 for week ending dates on or after 3/29/2020.
- They can check the status of their claim and payments on the [My UI](#) portal.
- They are NOT required to report to a career center, register for Employment Services on EmployGeorgia.com, or search for work.
- They will receive a *Benefit Determination (DOL-411G)* informing them if they met the wage requirements to establish a benefit year and a valid claim. If so, the determination will list their weekly benefit amount, maximum benefit amount, and maximum number of weeks. If their benefit determination shows a weekly benefit amount of \$0, it means they did not meet the wage requirements necessary to establish a claim. They can check [My UI](#) to see if they are eligible for other unemployment compensation programs.
If they disagree with the benefit determination, they have the right to file an appeal following the instructions on the letter. If they know they have other employment in the quarters listed on the benefit determination, they should contact their local career center for assistance at [Contact a Career Center](#).
- Claims for non-citizens cannot be processed until their legal presence in the U.S. is verified by Homeland Security. If Homeland Security cannot verify their legal presence using the information you submitted when filing their claim, the GDOL will mail a *Request for Verification of Citizenship or Alien Status (DOL-5154PC)* to the employee. They must submit a copy of the DOL-5154PC letter they received and any of the following documents to GDOL:
 - I-551 (Permanent Resident Card)
 - I-766 (Employment Authorization Card)
 - I-94 (Arrival/Departure Record) in Unexpired Foreign Passport
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- Unexpired Foreign Passport (with picture and temporary I-94 or I-551 stamp or other supporting documentation)
- I-20 (Certificate of Eligibility for Nonimmigrant (F-1) Student Status)
- DS2019 (Certificate of Eligibility for Exchange Visitor (J-1) Status)
- Naturalization Certificate
- Certificate of Citizenship
- I-571 (Refugee Travel Document)
- I-327 (Reentry Permit)
- Machine Readable Immigrant Visa (with picture and Temporary I-551 Language)

Failure to provide the requested documents by the deadline stated in the letter will delay their benefit payments or may result in disqualification from receiving benefits.